

Investigating the Influence of Government Bureaucratic Process on Service Delivery, a Case Study Namayingo District Local Government

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Abstract: *This study's objective was to evaluate how bureaucratic procedures affected the provision of public services in the Namayingo district local government as a case study. This descriptive study concentrated on the implementation process and its outcomes. In the Namayingo district's Lands department, a case study was carried out. The following objectives of the study served as the study's guidelines: to determine the bureaucratic obstacles that consumers in Namayingo district local authority's delivery of public utilities face; to ascertain how administrative principles impact service transportation in Namayingo district local government; and to review initiatives put forth by Namayingo district local government to enhance delivery of goods and amenities to its citizens. Marxian class theory and Weberian bureaucratic theory served as the foundation for this study. The 121 government officials in the department of lands who made up the study's target group were divided into a 30% sample size, translating to 36 participants, although only 30 completed the surveys, resulting in an 83.3% response rate. A questionnaire was used to gather the information. To get quantifiable statistics from the data, qualitative statistics were applied using the statistical package for social science (SPSS 22), and the findings were displayed in tables. According to the study, 73% of respondents who work for the Namayingo district local government agree that authorities there have the power to impact the economic and social growth of their constituents, compared to 27% of participants who disapproved. Further, the study identified the need for administrative reforms for better service delivery the district and hence the conclusion that district governments should embrace sturdy reforms in public sector to embrace new public management best practices that seek to reduce the bureaucratic processes for efficient service delivery.*

Keywords: government bureaucratic process and service delivery

Background of the Study

The bureaucratic system is as old as early civilization itself. It existed in many different ancient nations, including Rome, China, and India. Their responsibilities were established by the statecraft (the practice of managing government affairs) of various eras. The history books contain many accounts of the progress. Nevertheless, their responsibilities were restricted to taxation, tax collection, record keeping, information gathering for the king, communicating the king's orders to the populace, account keeping, treasury control, and handling palace affairs (Johnston, 2011). However, the role of civil officials was greatly expanded as a result of the Middle Ages' systematic development of statecraft and the growth of modern state activities.

Government-provided services are frequently particularly crucial in social sectors like health, water, and education where they make up a sizeable portion of total economic output. From a microeconomics standpoint, efficient administration of public services is important as well. Program assessments of micro-scale interventions are frequently partially driven by the belief that successful solutions can be faithfully scaled-up by governments (Deolalikar, 2013). The literature on governance almost completely lacks specific evidence connecting procedures within civil service agencies with outcomes related to public goods, despite the significance of governmental performance for citizen welfare.

Public services are characterized as those that are primarily, or entirely, funded by taxation, while commercial service providers are financed by the money of clients. This funding source distinction is one of the most significant differences between the public and private sectors of services. According to that, public administration would encompass a number of areas: Organizations in the fields of health, education, the military, justice/home affairs, and charitable groups (Humphreys, 1998).

Problem Statement

Requires for reform of institutions suggest that governmental bureaucracies are excessively complicated, centralized, and rigid, as well as being too little focused on the interests of citizens, according to Wise et al. (1993), referencing March & Olsen (1989). This additionally implies that the time is upon us for local governments to restructure the paperwork they use in the provision of services. The Civil Service must deliver services that are appropriate to the demands of both its primary client and the general public because the client is the most important stakeholder in public service. The requirements of service should be established in accordance with what the consumer expects from effective, quick, and welcoming services. Consumer concerns about providing

services include dependability, credibility, accessibility, and timeliness (PSM, 2003).

Research Objectives

1. To determine how bureaucratic structures, affect service delivery in Namayingo district local government.
2. To examine how bureaucratic initiatives by Namayingo district local government affect public services.
3. To identify how bureaucratic challenges, affect public service delivery in Namayingo district local government.

Research Questions:

1. How do bureaucratic structures affect service delivery in Namayingo district local government?
2. How do bureaucratic initiatives by Namayingo district local government affect public services?
3. How do bureaucratic challenges affect public service delivery in Namayingo district local government?

Methodology

Research Design

Technique choices rely upon the idea of the exploration questions. Patton(2015) portrayed research design as a general arrangement that gives a structure to the selection of information gathering systems and information investigation strategies.

Study Population

The objective populaces are the civil servants in the division of Land. These incorporated; sub district arrive overseer and his appointee, five ward executives, five zone boss (one from each ward) and five chamber of senior citizens from each ward.

Table 1 Target Population

Category	Population (Frequency)	Percentage %
Senior staff	25	20.7
Middle level staff	42	34.7
Low level staff	54	44.6
Total	121	100.0

Source: Primary data, 2022

Sampling Technique

As per Mugenda and Mugenda (2003) a sample of 30 items can be taken to represent a population as a sample of the population under study. From the population above of 121, a sample of 30% from each group in proportions was taken through stratified random sampling. The selection is displayed in the table below.

Table 2 Sample Size

Sections	Population (Frequency)	Sample Ratio	Sample
Senior staff	25	0.3	7
Middle level staff	42	0.3	13
Low level staff	54	0.3	16
Total	121	0.3	36

Source: Researcher, 2022 Data Analysis Technique

The statistical tool for social science SPSS version 22 was used to analyze the data using descriptive data analysis in order to produce quantitative statistics, and the results were displayed in tables. The free component, which is bureaucratic procedures, was calculated in terms of professional division of labor in management and increased channels of approval. abstraction, the rules' structure, and hiring decisions based on technical aptitude. Public service was assessed as an independent factor in terms of enhanced efficiency, which was subsequently calculated in terms of excellent service, Neighborhood Project Ownership, and Successful Project Finishing.

RESULTS

Demographics of Respondents:

Table 3 Distribution by Age of Respondents

Age	Frequency	Percentage
20-30	5	16.7
31-40	9	30.0
41-50	11	36.7
51 and above	5	16.6
Total	30	100

Table 3 above below shows the age majority of 36.7% of total respondent aged between 41-50 years old, while 16.7% of the total aged 20-30 years old and 30% were aged 31- 40 and 16.6% were 51 and above. This shows that the employees of Namayingo district local government are in the age bracket of 41 and above.

Table 4 Demonstrated by Sex of the Respondents

Gender	Frequency	Percentage
Female	11	36.7
Male	19	63.3
Total	30	100

Table 4 below shows that 63.3% of the respondents of the questionnaire were male. While only 36.7% were female, this indicates

that the most respondents of the questionnaire were male sex, because most of the employees of Namayingo district local government were male sex, and female workers in Namayingo district local government are quite less but within the Uganda's a third gender rule.

Table 5 Qualification

Highest Qualification	Frequency	Percentage
Certificate	10	33.3
Diploma	6	20
Bachelors	7	23.3
Masters	3	10
PhD	2	6.7
Other	2	6.7
Total	30	100

Table 5 above and figure 4.3 below indicates that 33.3% of the respondents were certificate holders, whereas 20% were diploma holders. Besides, 23.3% of the respondents were bachelor degree holders, 10% were master and a further 6.7% were PhD holders whereas a further 6.7% had other qualifications. This implies that most employees in Namayingo district local government were certificate and bachelor degree holders respectively.

Table 6 Length of Service

	Frequency	Percentage
Less than a year	3	10
2-5 years	15	50
6-9 years	12	40
Above 10 years	0	0
Total	30	100

The local government staff in Namayingo district's local administration are listed in Table 6 below. The creation of district government can be used to explain why more than half of the participants (50%) had worked for between 2 and 5 years, trailed closely by those with 6 to 9 years of professional experience (40%) and those with expertise spanning less than 1 year (10%). None of the participants had knowledge of 10 or more years. This demonstrates that the majority of Namayingo district local government personnel have a combined 2–5 and 6–9 years of experience.

Table 7 Delays on the turnaround time on Service delivery due to interdepartmental partnerships within the district

	Frequency	Percentage
Strongly Agree	15	50
Agree	7	23.3
Disagree	5	16.7
Strongly Disagree	3	10
Total	30	100

From the above table 7, 15 (50.0%) strongly agreed that there exist delays on service delivery turnaround time due to interdepartmental partnerships within the Namayingo district local government while 7(23.3%) agreed, 5(16.7%) disagreed, and another 3 (10.0%) strongly disagreed. This showed that respondents were in agreement that interdepartmental bureaucracy put delays on the service delivery.

Table 8 Interdepartmental bureaucracy lowers the desired efficiency and productivity

	Frequency	Percentage
Strongly Agree	11	36.7
Agree	8	26.7
Disagree	6	20
Strongly Disagree	5	16.6
Total	30	100

The above table 8, 11(36.7%) strongly agreed that interdepartmental bureaucracy lowers the desired efficiency and productivity. while 8(26.7%) agreed, 6 (20 %) of the respondents disagreed, and finally 5(16.6%) strongly disagreed.

Table 9 Departments have the technical capacity required to carry out its functions.

	Frequency	Percentage
Strongly Agree	6	20
Agree	4	13.3
Disagree	11	36.7
Strongly Disagree	9	30
Total	30	100

The departments in the aforementioned table 9, 6 (20.0%), firmly concurred that they possess the technical capability needed to

perform their duties. While four participants (13.3%) agreed, 11 (36.7%) disapproved, and the final 9 (30%) were strongly against it. A majority of respondents, or 66.7%, disapproved implying that departments lack the technical capability to carry out their responsibilities. This clearly identifies one of the district's bureaucratic issues.

The effect rules and principle of innovation

Table 10 There are established procedures to guide every office as to the way of working.

	Frequency	Percentage
Strongly Agree	11	36.7
Agree	9	30
Disagree	6	20
Strongly Disagree	4	13.3
Total	30	100

The above table 10, 11(36.7%) strongly agreed that there are established procedures to guide every office as to the way of working. whereas 9(30%) agreed, 6(20.0%) of the respondents disagreed and lastly 4(13.3%) strongly disagreed. With 66.7% of respondents being in agreement makes this finding to be in consistent with the fact that bureaucracy establishes several rules in order to maintain its structure as also reported by Hamud, 2015

Table 11 It is necessary to have these rules and regulations directing your conduct and ways of working.

	Frequency	Percentage
Strongly Agree	7	23.3
Agree	13	43.3
Disagree	6	20
Strongly Disagree	4	13.3
Total	30	100

The above table 11, 7(23.3%) strongly agreed that it was necessary to have these rules and regulations directing your conduct and ways of working. Whereas 13 (43.3%) agreed, 6(20%) of the respondents disagreed and the lastly 4(13.3%) strongly disagreed. With majority agreeing to this statement makes this is also consistent with other studies as discussed in chapter two where organization work like a machine where every part is operating in a specific way for the advancement of the whole, Pacheco, 2009, Jann and Reichard, 2002 and Hamud, 2015

Table 12 Descriptive analysis table

	N	Minimum	Maximum	Mean	Std. Deviation
Officials of the Namayingo district local government have ability to influence social and economic development of the citizens.	30	1	4	2.13	1.137
Partnership of departments collectively produces the desired efficiency and increase in productivity.	30	1	4	2.0	.997

Departments have the technical capacity required to carry out its functions.	30	1	4	2.0	.809
Public reaction for poor services negatively affects the government security.	30	2	4	2.93	.944
Do you agree with public's perception that servicedelivery in private businesses is better than Namayingo district local government?	30	1	3	2.13	.937
Namayingo district local government needs administrative reforms for better service delivery.	30	1	3	2.73	.691
You are working according to rules and regulations to eliminate favoritism.	30	1	3	2.33	.959
Service delivery by public officials at the Namayingo district local government is facilitated depending onwhom you know.	30	1	3	2.70	.651
Do you agree that customer service you rendered and the time it takes to answer customer request is unsatisfactory?	30	1	4	2.0	1.315
There are established procedures to guide every office as to the way of working.	30	2	3	2.57	.479
It is necessary to have these rules and regulations directing your conduct and ways of working.	30	1	4	2.37	1.273
The function of your department depends on partnership with other departments within theNamayingo district local government.	30	1	4	2.23	1.104
Inadequate salary and remuneration of the workforce affect the quality and effectiveness of service delivery.	30	2	4	2.33	.691
Overall Score	30	1.93	2.71	2.265	.22541
Valid N (listwise)	30				

The levels of the Independent Variable and Dependent Variable, for which the researcher wished to ascertain their levels, were the variables in this study. Utilizing 14 inquiries, each of which was assessed on a four-point Likert scale with 1 being strongly agreed with, the levels of both dependent and independent variables were operationalized. 1 = Absolutely agree, 2 = Agree, 3 = Dislike. The participant's replies were analyzed using SPSS and summarized using means as in table 4.19. The participants were requested to evaluate the levels of Independent and dependent factors by stating how much they agreed or disagreed with each of the questions.

Table 13 Descriptive analysis Interpretation table

Mean Range	Description	Interpretation
3.26-4.00	Strongly agree	Excellent
2.51-3.25	Agree	Good
2.1-2.50	Fairly agree	Fair
1.76-2.0	Disagree	Poor
1-1.75	Strongly disagree	Very poor

The levels of (IV and DV) are typically fair, according to the findings in table 13, and the total average score of 2.265 highlighted that the public's response to subpar services has a detrimental impact on security within the government. (Mean=2.93), while the remaining qualities were listed in the order of; The quality and efficacy of providing services are negatively impacted by the workforce's insufficient pay and benefits (Mean: 2.73); hence, Namayingo district municipality needs organizational improvements. It is essential to have these rules and regulations controlling your actions along with your methods (Mean=2.37; You are working in accordance with these rules and regulations to eliminate favoritism; The function of your organization depends on collaboration with other departments within the Namayingo district local government; and Officials of the Namayingo district local government (Mean=2.0), Partnership of departments collectively produces the desired efficiency and increase in productivity (Mean =2.00) and Do you agree that customer service you rendered and the time it takes to answer customer request is unsatisfactory? (Mean=2.00).

Conclusion

Providing basic products and services and guaranteeing that they are delivered on schedule are both considered to be public service delivery. While the private sector acts as the country's main driver of economic expansion, the public sector takes great satisfaction in being the vital fuel that drives that engine to successful operation. On the other hand, the overall perspective on the provision of public services has not been interesting due to complaints about overbearing administrative processes designed to extract capital from potential customers, contaminating the economic and social framework of growth and deteriorating the suffering of the populace. Bureaucracy shall remain only a dictionary terminology until the district government practices sturdy reforms in public sector.

Recommendations

The district staff must undergo regular instruction to ensure compliance with the newly implemented Public Management System's tenets, which include: enhancing the standard of services provided to clients; adhering to consumer-centered concepts; reducing stiffness and unpredictability in the provision of public services; and involving customers in the creation and promotional materials of the service delivery system. This would increase the client's faith in the local government of Namayingo district's achievement in providing services. The effective execution of the Namayingo district municipality's growth strategies depends heavily on the involvement of the public. As a decentralized government commanded by law to encourage profitable economic endeavors and economic growth (the general population health and sanitation, crucial amenities such as structures; roads, bridges, and basic education), the involvement of the public in Namayingo district municipal government operations is very important.

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